"Monod And System For Managing An Information echnology Project"
Applicant: Lisa Desjardins

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Application No. 09/997,284 Attorney Docket No. 52493.000062

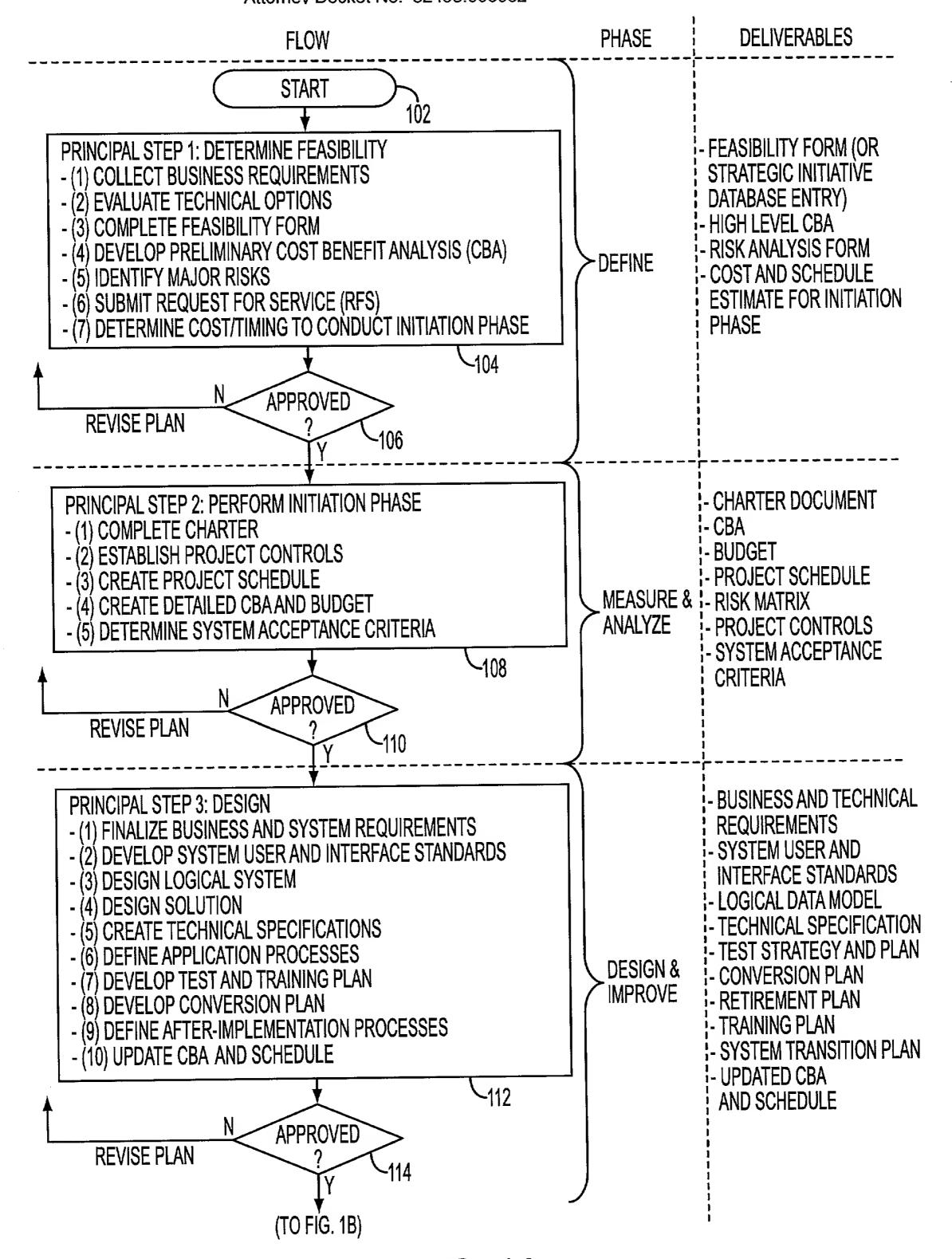


FIG. 1A

Technology hod And System For Managing An Informat Project" Applicant: Lisa Desjardins Application No. 09/997,284 Attorney Docket No. 52493.000062 **FLOW** PHASE : **DELIVERABLES** I- SYSTEM (FROM FIG. 1A) - MONITORING PROCESS - CODE PACKAGE PRINCIPAL STEP 4: BUILD IT PRODUCT - TEST RESULTS **DOCUMENTATION AND PROCEDURES** - TRAINING MATERIAL - SYSTEM MANUALS -116 APPROVED - ROLLOUT AND -118 - TEST SCRIPTS - TEST RESULTS DISASTER RECOVERY **PROCEDURE** MANUALS WARRANTY

- (1) CONFIGURE DEVELOPMENT AND USER TEST ENVIRONMENTS CONFIGURATION MANAGEMENT - (2) INSTALL DEVELOPMENT - INSTALLATION/BACKOUT - (3) CODE SYSTEM AND BATCH JOBS - (4) APPLICATION TEST - (5) CREATE SYSTEM DOCUMENTATION - (6) DEVELOP ROLLOUT PLAN - DISASTER RECOVERY PLAN - DEPLOYMENT DOCUMENTATION **REVISE PLAN** IMPLEMENTATION PLAN PRINCIPAL STEP 5: TEST IT PRODUCT - (1) INSTALL USER TEST ENVIRONMENT - (2) CONFIGURE PRODUCTION ENVIRONMENT SUPPORT SCRIPTS AND - (3) PERFORM TESTING (FUNCTIONAL, INTEGRATION, SYSTEMS, CONVERSION, STRESS, ACCEPTANCE) - (4) USER TRAINING **DESIGN ON-CALL PROCEDURES** - (5) DEVELOP SUPPORT PROCEDURES AND DOCUMENTATION AND MAINTENANCE MANUALS IMPROVE: HELP DESK SCRIPTS - (6) DEVELOP DISASTER RECOVERY PROCEDURES **DISASTER RECOVERY** -120 **PROCEDURES** APPROVED **REVISE PLAN** -122 **ESCALATION PROCEDURES** PRINCIPAL STEP 6: IMPLEMENT IT PRODUCT **j- ON-CALL PROCEDURES** - (1) INSTALL PRODUCTION SOLUTION METRICS - (2) INSTALL SYSTEM PROJECT EVALUATION - (3) TRAIN SUPPORT STAFF SUPPORT DEFECT LOG - (4) ESTABLISH ON-CALL AND ESCALATION PROCEDURES - (5) EXECUTE RETIREMENT PLANS - (6) DEVELOP METRICS - (7) FULFILL WARRANTY REQUIREMENTS - (8) NOTIFY FINANCE - (9) EVALUATE PROJECT - (10) DEVELOP SUPPORT LOG -124 APPROVED **REVISE PLAN** 126 (TO FIG. 1C)

FIG. 1B

"Mand And System For Managing An Information chnology Project" Applicant: Lisa Desjardins Application No. 09/997,284

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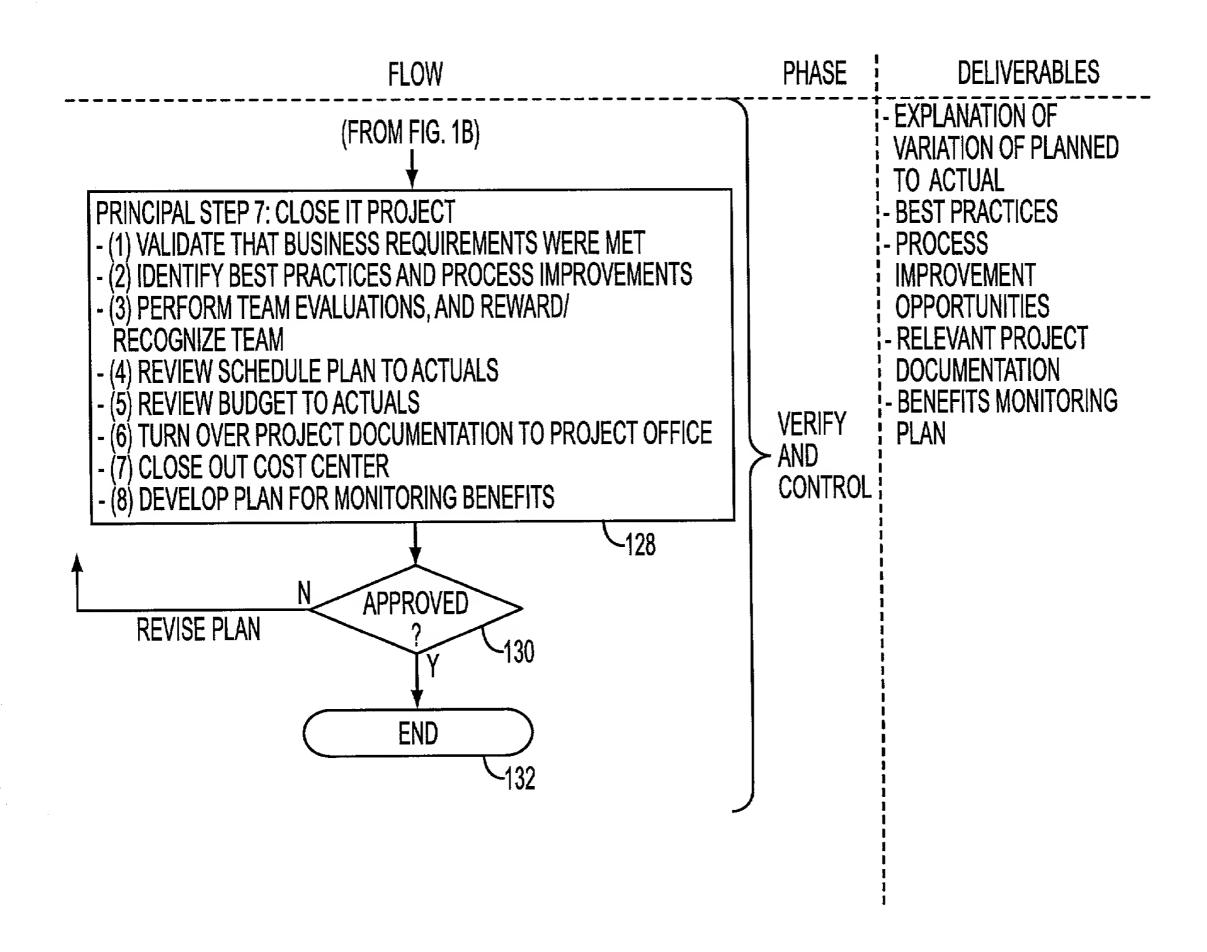
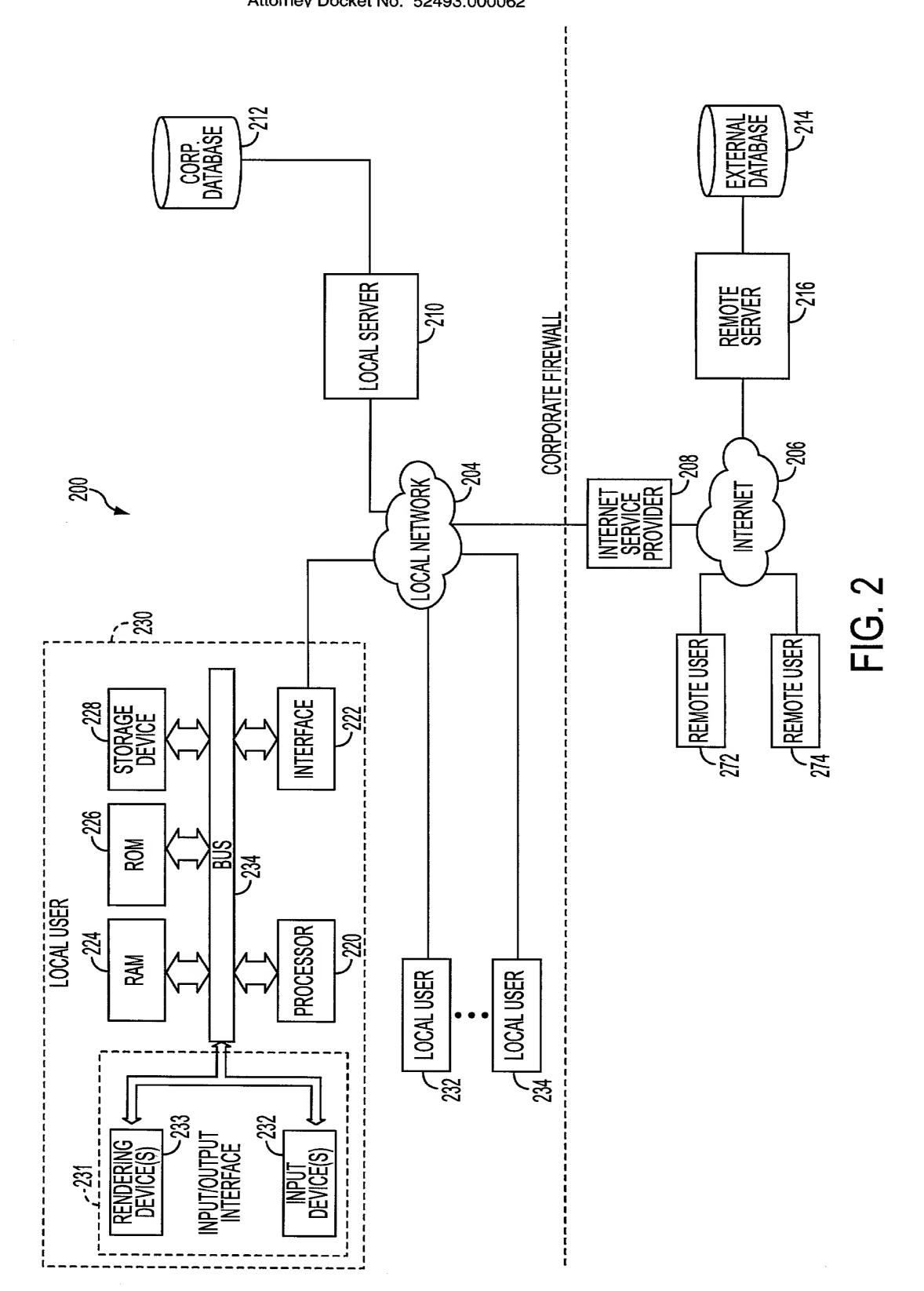


FIG. 1C

"Met And System For Managing An Information Innology Project"
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"Method And System For Managing An Information Technology Project"

Application No. 09/9\$7,284

Attorney Docket No. 52493.000062

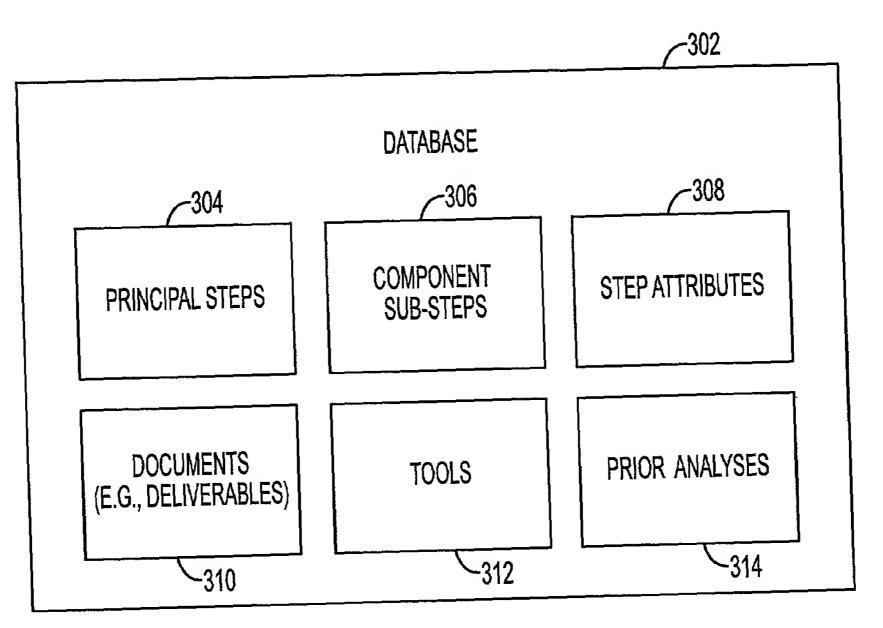


FIG. 3

"Method And System For Managing An Information Technology Project" Application No. 09/997,284 Attorney Docket No. 52493.000062

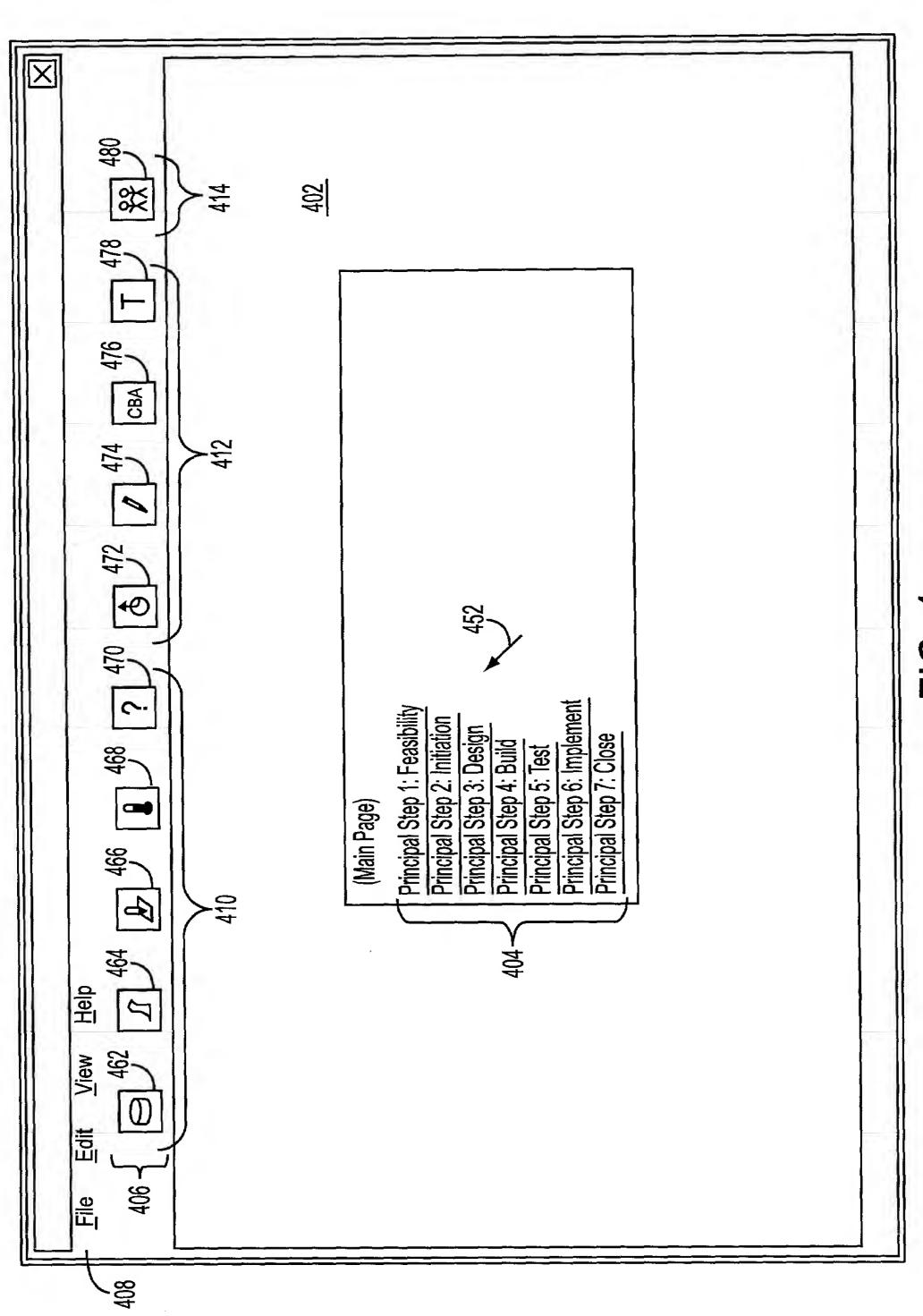
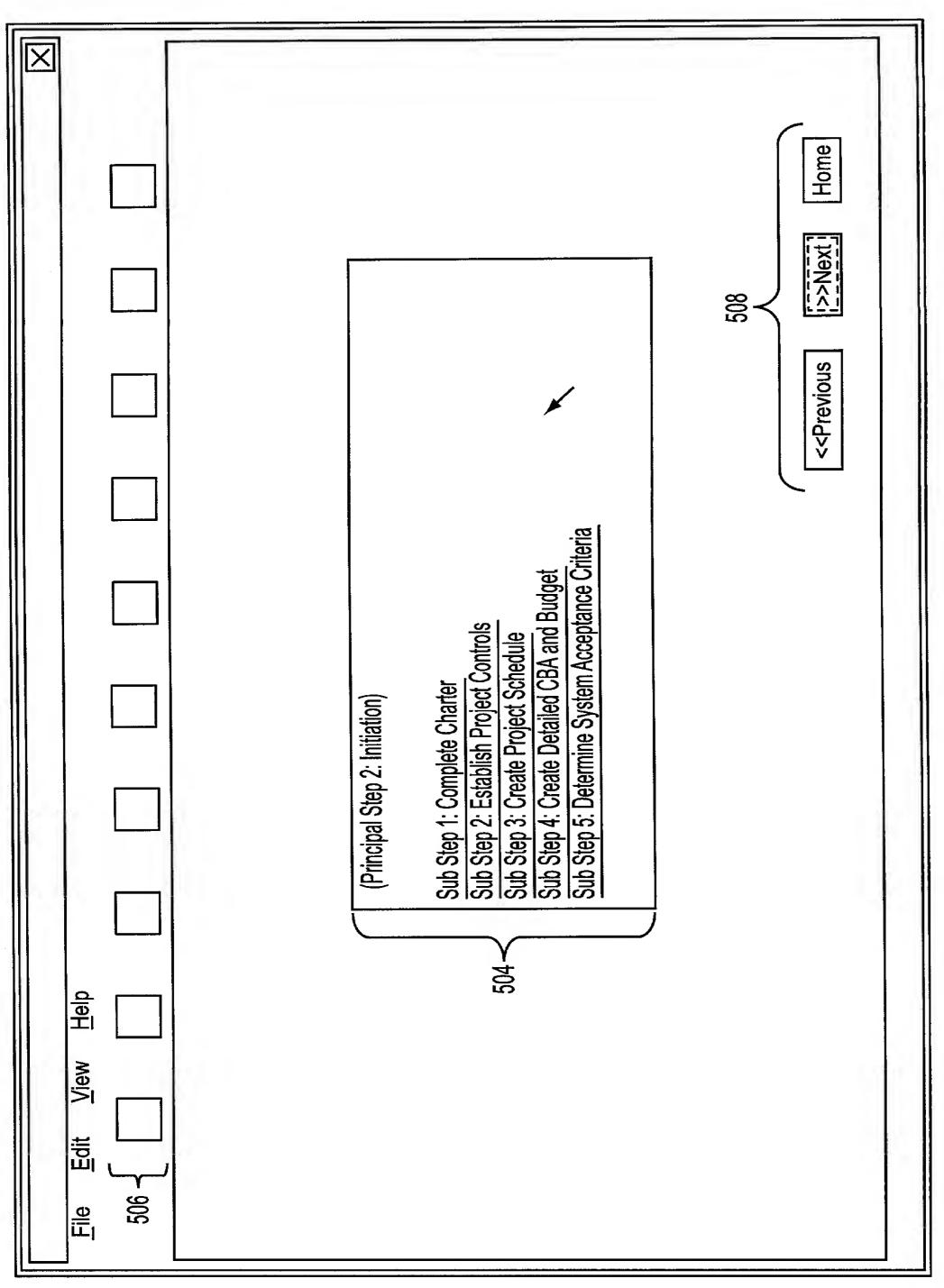


FIG. 4

"Method And System For Managing An Information Technology Proje

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Home Explanation on variation of planned to Perform Team Evaluations & Rewa & Recognize Team I Review Schedule Pl to Actuals Review Budget to Actuals 0 00 0 0 << Pre><< Pre> Install System
Train Support Staff
Establish On-Call
and Escalation
Procedures
Execute Retirement
Plans
Develop Metrics
Fulfill Warranty
Requirements
Notify Finance
Evaluate Project
Dev Support Log Escalation
Procedures
On call Procedures
Solution Metrics
Project Evaluation
Support Defect Log 662 88 888 Warranty
 On-Call Procedures
 Maintenance Manuals
 Help Desk Scripts
 DR Procedures 612 -8 658 000000 00000 Processes Develop Test & \_\_\_\_ Training Plan Develop Conversion 630 00000000 000 Charter Document CBA Budget Project schedule Risk Matrix (FMEA) Complete Charter
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FIG. 6